

Job Description: Senior Administrator

Location: Welbeck Cambridge

Reporting to: Lead Administrator

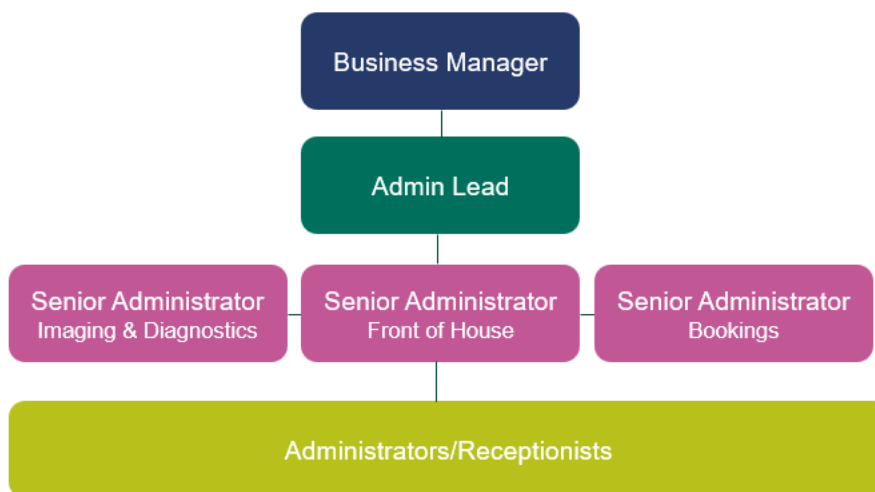
Contract: Full-time, Permanent

About Welbeck: Redefining Private Day Surgery

Welbeck is built on a simple philosophy: medical excellence without compromise. We're a growing network of specialist day-case centres setting a new standard for private healthcare, combining calm, confidence and clinical credibility in environments designed around people, not process.

Welbeck Cambridge is our state-of-the-art centre serving the Cambridgeshire area, delivering outpatient diagnostics, procedures and day-case interventions across specialties including ENT, Cardiology, Respiratory, Orthopaedics, Gynaecology, Dermatology, Ophthalmology and Gastroenterology. It forms part of the wider Welbeck Health Partners network, including our flagship centre at 1 Welbeck Street, London.

Team Structure



The Role: Senior

Administrator

This is a key role within the administrative team, providing specialist knowledge and operational oversight within a defined service area, with a particular focus on Imaging and Radiology bookings and pathways.

You will act as a subject matter expert, supporting efficient, high-quality administrative services, smooth coordination of guest pathways and optimal use of clinical capacity. Alongside managing your own

workload, you will support workflow coordination, monitor activity and performance, and provide guidance, training and day-to-day support to Administrators.

Key Responsibilities

Specialist Administrative Responsibility – Imaging & Pathways

- Act as a subject matter expert within a designated service area, particularly imaging and radiology bookings and pathways.
- Take ownership of complex bookings, ensuring accuracy, completeness and alignment with clinical requirements.
- Work closely with clinical teams to coordinate appointments, diagnostics and procedures safely and effectively.
- Develop a strong understanding of clinical pathways, protocols and scheduling requirements.
- Support high-volume and complex workflows within the service area.

Workflow Coordination & Performance

- Organise and prioritise administrative workload to ensure timely processing of referrals, bookings and follow-ups.
- Monitor activity levels and highlight backlogs, delays or pressures.
- Work with the Lead Administrator to support efficient use of capacity and clinic availability.
- Monitor booking turnaround times, data-entry and scheduling accuracy, and clinic and diagnostic utilisation.
- Identify practical opportunities to improve performance, processes and service continuity.

Team Support & Development

- Provide day-to-day support and guidance to Administrators within the service area.
- Support the training and onboarding of new colleagues, sharing knowledge and best practice.
- Act as a point of contact for queries about processes, systems and workflow.
- Promote consistent administrative standards and ways of working across the team.

Guest Experience & Communication

- Deliver a high standard of guest service across every administrative touchpoint.
- Resolve queries or concerns professionally, escalating where appropriate.
- Maintain clear communication with clinical teams, consultants, administrative colleagues, referrers, insurers and external partners.
- Support clear handovers and information-sharing to maintain continuity of service.

Administrative & Operational Delivery

- Work across referrals and bookings, outpatient and diagnostic coordination, day-case scheduling, surgery lists, billing support and follow-up.
- Maintain accurate, complete guest records and documentation in line with governance standards.
- Support effective utilisation of clinician time and centre resources.

Quality, Governance & Reporting

- Protect guest safety, confidentiality and data at all times, complying with GDPR, centre policies and mandatory training requirements.
- Identify and escalate risks to safety or service quality promptly.
- Monitor booking performance and workflow, highlighting trends, delays and capacity issues to the Lead Administrator.
- Support data collection and reporting for audits, KPIs and service improvement.
- Maintain accurate handover and shift information to support cross-cover and continuity of service.
- Act with integrity, professionalism and accountability.

Decision-Making & Autonomy

- Manage and prioritise your own workload while supporting colleagues within the service area.
- Make informed decisions on routine and complex administrative tasks.
- Provide advice based on specialist knowledge and escalate clinical or operational issues appropriately.

About You

You are an organised, proactive and professional administrator who combines specialist knowledge with sound judgement and a genuine commitment to guest experience. You are comfortable working in a fast-paced healthcare environment, balancing competing priorities while maintaining accuracy, discretion and service standards.

You will likely have experience in a busy imaging, diagnostics, outpatient or other high-quality administrative setting, with the confidence to coordinate complex pathways, support colleagues and work effectively with clinical and non-clinical stakeholders.

You'll also bring:

Ideally, you will hold a Level 3 qualification, such as A Levels or an NVQ Level 3, or have equivalent relevant administrative training. You will also demonstrate a clear commitment to continuing professional development in administration, customer service or healthcare.

You will combine excellent literacy, numeracy, organisational and time-management skills with strong proficiency in Microsoft Office and the confidence to learn new guest-management and IT systems quickly. Experienced in balancing competing priorities and handling confidential information in line with GDPR, you will build effective working relationships with clinicians, external providers and multidisciplinary internal teams.

Your meticulous attention to detail will ensure accuracy across guest records, bookings and billing, while your clear written and verbal communication will enable you to engage professionally with a wide range of audiences. You will be equally comfortable working independently and collaboratively, bringing a calm, adaptable and accountable approach in a fast-paced environment. An understanding of healthcare administration, guest pathways, CQC standards and basic financial administration would be an advantage.

Why Welbeck

This is an opportunity to join one of the UK's most ambitious and innovative private healthcare organisations at a pivotal stage of growth.

- **Autonomy & Influence:** Take ownership of specialist administrative pathways and help shape consistently high standards.
- **Purpose-Driven Culture:** Work in a value-led environment where clinical care, guest experience and operational performance go hand in hand.
- **Growth & Impact:** Be part of a network defining best practice in day-case healthcare and developing services guests genuinely value.

Infection Prevention and Control

All Welbeck employees have a duty to co-operate with and implement Business policies and procedures in preventing and controlling infection, in line with the Health and Social Care Act 2008.

Safeguarding

Welbeck is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and expects all staff to work in accordance with the Welbeck Safeguarding Child and Adult at Risks Policies and Procedures.

Confidentiality

Maintain confidentiality of personal data held for colleagues and guests, processed lawfully and in accordance with the Data Protection Act (as amended) and the responsibilities of the Welbeck Caldicott Guardian.

Health and Safety at Work

You are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended), including the duty to take reasonable care of yourself and others, and to report incidents promptly using the Business incident reporting system.

Risk

Accept personal responsibility for contributing to the management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others or the Business.

Equality and Diversity

The Business is committed to equal opportunities in employment and to eliminating all forms of unlawful discrimination, promoting equality of opportunity and good relations between staff and guests.

Disclosure and Barring Service (DBS)

If the post requires a DBS disclosure, this will be managed and processed in line with the DBS Policy and at the appropriate level required for the post.